

A STUDY ON TOTAL QUALITY MANAGEMENT OF FOREIGN COMPANIES IN INDIA

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ABSTRACT

The Foreign Company's actual business activities in India in the field of TQM philosophy gives organizational long Term support, customer focusing internal and external, effective workforce involvement and utilization, business and process continuous improvement, supplier's partnership, establish process performance measures. The foreign company's inspection starts from R & D, raw material, human resource, process, quality control in semi-finished product, inspected at all stages by specification rate and identify one the non-conformance and analysis in detail and solving it in good working condition, constant learning and development. The foreign company's products and services are exceptional quality and performance delivery method using and the products performance are meeting or exceed the customer exceptional. The foreign companies and employees have involvement in practices in benchmarking and network opportunities. The foreign organizations have modernized the service through e-commerce the on line training in class room for talented employee, supervisor, management and senior management is provided by the foreign companies. The training department's continuous training for technician, staffs, sales executives and engineers for consumer expectation and world class blended courses training through on line class room delivery by highly qualified and experienced trainers, the well trained sales force to understand the customer satisfaction. Joint ventures in vertical integrations, manufacturing facilities worldwide with consistency in top quality and surpass industry standard in continuously increasing in excellence. The foreign company products and service are known for reliability, competitive pricing, and energy efficiency and stronger environmental performance to meet current and future challenge.

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INTRODUCTION

Total quality management is a system. A whole system approach is for long term success that views continuous improvement in all phases of an organization process in short term and long term goal. It aims to drastically transform the organization through steps forward changes in the attitudes, practices, structure and system. Total quality management exceeds the product quality approaches, involves everyone in the organization and surrounds its every function in administration, communications, distribution, manufacturing, marketing, planning, training etc.

The Foreign companies' product and service are high compare to the Indian corporate companies. Up gradation of the quality product and service is in the foreign companies through the TQM concepts and tools. They supply world class products and service to the society. The TQM concepts and tools are used to increase the sales, operating income and total assets of the company. The lack of knowledge and skill is affects the economy of the organization nationally and globally.

The waste of human resource and raw material of the society, and the human survival life span is too low. The Foreign companies have now domestic and export concentration. The export oriented companies have world class products and service in production and sales. The Foreign companies are fast in human development program.

Foreign companies have advanced knowledge and adequate financial resource. The Indian government's balance of payments is very large year by year. The foreign direct investment is drawn from developed countries. The developed country industries are joint ventures of Indian industries in various fields. The ecological balance, human development, quality life and survival life span of living things are low in developing countries compared to developed countries. The fast development is basic need of the developing society.

The purpose of the paper is to high light the foreign company's business activities in India by using TQM concepts.

The chief aim of the paper is to show the foreign company's impact on Indian industries and the society. The Foreign Company's actual business activities in India in the field of TQM philosophy, organizational long Term support, customer focusing internal and external, effective workforce involvement and utilization, Business and process show continuous improvement, supplier's partnership and establish process performance measures. TQM works in foreign companies in India.

1.1 Leadership Commitment

The foreign company's vision is high business standards, work ethics and corporate citizenship with leading added values. The foreign company is a leader in technology in this field through experienced and dedicated knowledgeable personnel and the foreign company's scientific, technical and regulatory for active ingredient and specialist in loss prevention in the field. The foreign company's human resource is intensive in recruiting, training and retention, continued learning and development for key priority employees, state of the art on job training and development opportunity for employees by our global team, the individual development program for their future leadership from international recognized institution and, top notch technical personnel doing things new way.

The foreign company's greatest asset is employees; they have ongoing skill training and development for professional holders, the foreign company's customer is trust and worthiness of the companies in product and service, the excellent diverse workforce as a resource of the foreign company's strength. The foreign company's inspection starts from R & D, raw material, human resource, process, quality control in semi-finished product, are inspected at all stages by specification rate and identify the non-conformance and detailed analyze and solve it in good working condition, constant learning and development. The foreign companies' conscious of the environment safety and health of communities to commit to international quality standard and scholarships for student in the educational field.

1.2 Customer Satisfaction

The foreign company's team of experienced scientist and technicians fully understand the concept of product, safety, quality efficient service for its customer and economically sound environmentally sustainable industry. The foreign companies have a pioneering customer service through our network. The foreign company's products and service innovative optimized life solution and superior values to customer, the energy excellence and high excitement products and services of its value and the foreign company's high quality product and service are according to our customer expectation. The foreign company's solution are made cost effective. First of all they eliminate rework and wastage with safe, hygienic and environment friendly manufacturing for exceeding customer expectation. The foreign companies' finished products are customized specification, quality and process for requirement to the customers.

The foreign company's honesty and integrity in all uniform standards in quality product and service delivery to consumer is followed. The foreign company's team work is to innovate and create new ideas in their continuous success. Service is doing everything in front of the eye of our customers and the superior service to exceed the customer expectation. This foreign company's strict quality control exceeds the customer requirement, additional value for various premium product and service to customer and the punctual profession service delivery with safety and best quality service. The foreign company's products and services have exceptional quality and performance delivery method products performance are meets the expectation of the customer.

1.3 Employee Involvement

The foreign company's products are created from innovation through design, process by the architects and engineers in economical, safety, aesthetic standards and developing software and the human resource has taken challenge as an opportunity to be innovative and excel in their area, on job training and then assigned different roles, developing skill, human relation then employees career progression program for efficiency, productivity and motivate to the reward. The training is structural for various operations. The foreign companies empower the people in new ideas, design, process, technology, customer care then always improve our process, product and service for customer satisfactions. They approach with professional management method and generate new growth opportunity. The foreign companies and employees have involvement in practices in benchmarking and

network opportunities. The Regular training and development of skill is updated and the team work and trust with customer focus is stressed.

The Purpose of the training in foreign companies in human resource is reliable with maximum value, internationally competitive, technical by expert, maximize the local employment, developing competency, cost effective way to meet the product and service for their objectives and employee lifelong learning, training in technical, supervisor and senior level management. The foreign companies in plant training are of high quality value that maximizes the employee value and human resource is treated fairly with mutual respect and the retired professional's knowledge is used for business dealings.

1.4 Information Technology

The foreign organizations have modernized the service through e-commerce in the support of E-TQM educational institution to the customer. The on line training in class room for talented employees, supervisors, management and senior management is provided by the foreign companies.

1.5 Continuous Improvement

The foreign companies improve the cultural, optimum resource utilization, continued review, international practice, bench mark, CSR in environments, continuous use of advanced technology, reduction in operation, increased productivity, and improve product efficiency and environment protection. The foreign companies have well experienced scientists and technicians and professionals with in depth knowledge and companies globally provide more powerful research and development capability, efficiency, productivity and low production cost. The sustained quality culture is continued with improvement in excellence in product and service. The foreign company closely relates to team work, training and development and more opportunity for sales, experienced professional are part of our company and the state of the art product test and systematic approach of the process in international standards. World class training centers use on job training to use very best technology.

The foreign company's best standard and practice implemented necessary internal process to meet obligations. The training department's continuous training for technician, staffs, sales executives and engineers for consumer expectation and world class blended courses training through on line class room delivery by highly qualified and experienced trainers, and well trained sales force to understand the customer satisfaction. The foreign companies help the employee to identify the strength and weakness and build skill, knowledge, competence and confidence and employee must make learning a priority in their carriers, the bench mark system for continuous high quality product and service delivery. The foreign company's production is in safe, hygienic and environment friendly manufacturing and working process. The foreign companies monitor and constantly improve the environmental performance, health, safety culture and performance and maintain environment management system.

1.6 Suppliers Partnership

The foreign Companies' mutual collaboration in product and service through strategic opportunity, and the innovative ideas, different methods of operations, openness,

sincerity, mutual trust and respect, deliver goods as promised, through joint effort and close collaboration. These foreign companies' have international standard of production, packaging and quality assurance for multinational companies in high value added with premium quality and joint venture in vertical integrations, manufacturing facilities worldwide with consistency in top quality and surpass industry standard continuously increasing in excellence. The foreign company's HSC policy commitment sustained development with neighbor companies and the joint venture with partner for systematic approach and appraise the report on health, safety environmental policy.

1.7 Performance Measures

The foreign company's HR departments ambition, qualities and profile match with our recruitment focused on consistent employee growth in values always moving forward and providing healthy work life balance and safe hygienic working conditions. The reward and promotions based on the merit, performance competence and communication skill for single and integrated team. The foreign company products and service are known for reliability, competitive pricing, energy efficiency and stronger environmental performance to meet current and future challenge. The foreign company's innovation, high quality process and high value is used in personally and organization for integrity and transparency and the product is made with state of art technology. It is sold in worldwide markets with standard quality control, superior quality process system for production and international quality standard delivery. The foreign companies' flexible, efficient, environmentally free, advanced energy solutions with global transition are more sustainable with high quality, expert support, maintenance and reconditioning, operation training, flexible design, high efficiency and low emission level in product and service.

1.8 Observation

The foreign companies' work ethics, loss prevention, continued learning and development with good workforce and best inspection. The foreign companies are known for pioneering customer service, high quality product and service, cost effective, continuous success and punctual professional delivery. The teamwork is in new product development. The regular training is updated for skill development. The IN PLANT training is of high value. The business services are through e commerce. The foreign companies continue improvement in various field. The more powerful research is in product and service. The employee strength and weakness is to identify for growth in future. The foreign companies have strong HSC policy. The work life balance is very efficient in foreign companies. The product and service is future oriented. The process is state of the art technology.

1.9 Impact Factors

1. Continuous quality improvements, 2. Critical success factors of performance, 3. Quality conformance and customers' satisfaction, 4. Just in time supply chain managements, 5. Critical links of business results, 6. Bottom line results on financial profits, 7. Impact on innovations, 8. Structural relationships, so no competitors, 9. Achieving sustainability attentions in environmental management, 10. Achieving market leadership in revenue and a profits in the regional, 11. Low cost of products due to activity based costing, 12. To changing to successful cultures, 13. The focus of green environmental

manufacturing practices, 14. Implement green field marketing, 15. All organization employees job satisfactions and 16. Balance of customer social responsibility to the society.

CONCLUSION

The TQM foreign companies have total concentration on customers, S.Q.C, All firms have concern rate on continuous improvements in process and the strength of the MNC's is in' leadership development, technical knowledge up gradation, supplier's partnership, environment management system, quality function deployment and quality by design. The TQM in foreign companies concentrate on human development training, technical knowledge up gradation, advanced equipment and tools, modern information technology system, cultural change of the society and global economic changes on gathering and upgrading implementation.

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